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*Snohomish County Department of Human Services*

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**REQUEST FOR PROPOSAL PROCESS**

**I. Overview**

- A. **Issuing Agency** - This Request for Proposals (RFP) is issued by the Snohomish County Department of Human Services, Long Term Care & Aging (hereinafter referred to as the "County").
- B. **Purpose** - The purpose of soliciting services is to allocate Title III B funding to provide ethnic meal site transportation services to ethnic minority persons age 60 and over residing in Snohomish County.
- C. **Availability of Funds** - Contract amounts entered into as a result of this RFP will be negotiated with the successful proposer(s). It is anticipated that the following amount will be available during the funding period which will begin January 1, 2016, and end December 31, 2016. There is no guarantee of continued funding.

<u>Program</u>	<u>Estimate of Available Funding</u>
<i>Ethnic Meal Transportation</i>	<i>\$39,000</i>

In the event that the allocation of funds to Snohomish County is less than the estimated award, each contract awarded will be reduced on a pro-rata basis. In the event that the allocation of funds to Snohomish County is greater than the estimated award, the County reserves the right to: 1) allocate the additional funds on a pro-rata basis between all successful proposals; 2) release a request for proposals; or 3) otherwise utilize the funds in a manner consistent with funding guidelines.

**D. RFP Schedule**

Release Request for Proposals	Monday, September 21, 2015
Proposers Conference	Wednesday, October 14, 2015
Letters of Intent Due	Wednesday, October 21, 2015
Proposals Due	Wednesday, November 11, 2015, 4:00 pm
Review of Proposals	November 12-November 23, 2015
Proposal Review Results Announced	Monday, November 30, 2015
Services Begin	January 1, 2016

## **II. Scope of Work to be Performed**

### **A. PROGRAM DESCRIPTION**

Transportation Services under this contract are point-to-point transportation services for minority elders from their homes to ethnic meal sites. The meal sites are open to any person age 60 and older, and have ethnically appropriate meals served. Transportation will be delivered at least 5 days per week. The meal sites operate under the same conditions and specifications as the other congregate meal sites.

A majority of the minority elders currently served are limited or non-English speaking. Primary languages of the participants are: Korean, Mandarin, Cantonese, Vietnamese, Spanish, and Tagalog. Participants live in all areas of the County, from Stanwood to the King County line, and from Puget Sound east to Monroe and the Sky Valley area. Meal sites are currently located in Everett.

Meal sites also provide a venue for social interaction and education. Consequently, meal times can extend to four (4) hours in length, meaning the transportation day can extend from 8:00am until 5:00pm.

Minimum Service Requirements:

1. The Contractor shall provide at least 1,250 one-way trips to at least 100 unduplicated people.
2. Services will be available to minority elders in all parts of the County.
3. All vehicles used will meet ADA standards. Drivers will be trained in assisting frail individuals with disabilities. Drivers of vehicles carrying over 14 passengers must have a Commercial Driver's License.
4. Drivers are to be culturally competent and able to successfully and respectfully interact with participants.
5. All vehicles used will meet State safety standards. Maintenance records will be available for viewing and verification.
6. The Contractor shall supply each participant with a nametag which includes the participant's name, address, phone number and emergency contact information. Emergency contact information for each participant will be available to the driver or other staff person on board the bus, as well as maintained at the office.

8. Manifests will be kept of all passenger rides, with passenger names, locations where they boarded bus and disembarked from bus, and the corresponding times.

9. The Contractor will do outreach to the ethnic communities currently served.

## **B. EMERGENCY PROCEDURES**

1. There must be written procedures to be followed by the Contractor in the event of weather related emergencies, disasters, or situations which may interrupt service delivery.
2. There must be a written plan which describes procedures to be followed in case a participant becomes ill or is injured while on the vehicle. The plan must be thoroughly explained to staff, volunteers and participants. Participants must receive this information in their native language.

## **C. TRAINING**

The Contractor shall establish a written training plan for all employees performing services under this contract. The plan shall include orientation of new employees and ongoing in-service training for continuing employees. The plan should describe the content of orientation and the subject matter expected to be covered during in-service training. The training must be provided by qualified persons and will include either formal training sessions or on-the-job training. The dates and topics of training received shall be documented in a central file or in the personnel files of all employees who have received the training.

## **D. INTERAGENCY COORDINATION**

1. The contractor shall identify the primary agencies with whom they have regular relationships and whose activities bear a substantial impact upon the delivery of services under this contract. The Contractor shall negotiate and execute working agreements with these agencies to assure coordinated services. Working agreements shall address at least the following:
  - a. program description
  - b. referral procedures and time lines
  - c. release of information procedures
  - d. follow-up procedures

- e. procedures for exchanging information concerning program changes and unavailability of services
- f. procedures for problem solving between the two agencies

#### **E. REPORTING**

The Contractor shall submit required reports on a format supplied or approved by the County. Required reports include: Monthly Program Activities Reports. Sample reports are available upon request.

#### **F. RECORD MAINTENANCE REQUIREMENTS**

The contractor shall maintain program and participant records to provide an information system which assures accountability to clients and funding sources and supplies data for community planning efforts.

#### **G. CLIENT GRIEVANCE PROCEDURE**

The Contractor shall record and maintain in writing all complaints, and the action taken to resolve the complaint. All participants must receive information about the contractor's grievance procedure in their native language. The Contractor must respond to each complaint within three working days of the complaint's receipt.

#### **H. ADVISORY BOARD/COMMITTEE**

1. The Contractor shall establish and/or maintain an advisory board/committee, the purpose of which is to make recommendations concerning planning, policy and implementation of the services. At least 51 percent of the membership must be persons age 60 or older. It is also recommended that at least 10 percent are persons of color.
2. This advisory board/committee shall meet at least once per calendar quarter. Proceedings of the meetings shall be recorded in writing and maintained for inspection by the County. A staff person from the County shall serve as an ex-officio, nonvoting member of the advisory board/committee.

#### **I. QUALITY CONTROL**

It is the responsibility of the Contractor to comply with the State Standards and the contract, and to take other appropriate measures to assure the quality of services provided. The Contractor shall have in place internal controls for

monitoring Standard and contract compliance and the quality of services delivered.

**J. DONATIONS/CONTRIBUTIONS**

1. The Contractor shall assure that older persons who receive services described in this contract have the opportunity to contribute to all or part of the costs of the services provided under this Contract. No person may be denied a service because of a decision not to contribute for the service.
2. The Contractor shall assure that appropriate procedures are implemented in order to handle donations and contributions from individuals in such a manner so as not to differentiate publicly among individuals.
3. All project income derived from the provision of services or derived or generated through project fund-raising activities shall remain with the project and shall be used to provide increased levels of service or improved quality of service to the target population.

**K. SUB-CONTRACTS**

If the proposer intends to subcontract any part of the anticipated contract, a description of the services to be subcontracted must be provided and a copy of the proposed subcontract format must be attached to the proposal.

**L. REIMBURSEMENT**

The anticipated contract shall be a cost-reimbursement contract. An approved, negotiated line-item budget is used as the basis for cost reporting and cost reimbursement.

**M. TERMS OF ANTICIPATED CONTRACT**

The anticipated contract will be awarded for twelve months, January 1, 2016, through December 31, 2016. The County reserves the right to award additional funds for a second, third or fourth year without resorting to the competitive bidding process.

**III. Proposal Procedures**

- A. **Letter of Intent to Propose** - Organizations desiring to submit a proposal must submit a Letter of Intent to Propose stating service to be provided by 5:00 PM on Wednesday, October 21, 2015. The Letter of Intent must be submitted to:

Danielle Maiden, Program Manager  
Snohomish County Long Term Care & Aging  
3000 Rockefeller Ave., M/S 305  
Everett, WA 98201

Organizations **not submitting** a Letter of Intent to Propose by the date due will forfeit their right to propose.

- B. **Period of Performance** - The period of performance for services solicited under this request for proposal is for the period beginning January 1, 2016 and ending December 31, 2016.
- C. **Notice of Solicitation** - Failure of the County to notify any party or parties directly regarding the availability of this RFP shall not void the proposal process.
- D. **Deadline for Submittal** - To be considered, proposals must be received no later than 4:00 p.m. on Wednesday, November 11, 2015 at the address shown below:

Danielle Maiden, Program Manager  
Snohomish County Long Term Care & Aging  
3000 Rockefeller Ave., M/S 305  
Everett, WA 98201

Late proposals are ineligible and will not be considered. Late proposals received at the Department of Human Services after the time indicated on this RFP will be stamped on the envelope with the date and the time received. If requested by the proposer, a copy of the rejected proposal will be returned, with the original being maintained by the Department.

- E. **Modification of Proposal** - In the event that a proposer desires to change any part(s) of a previously submitted proposal, the **entire proposal**, including copies required in Section III.G, must be re-submitted **prior to the closing date and time** indicated in Section III.D. After the closing date, no modification(s), including partial modifications submitted will be considered. Only the last proposal submitted shall be considered.
- F. **Addendum to RFP** - At any point in time it becomes necessary to revise any part of the RFP, addenda will be provided to all organizations who have submitted a Letter of Intent to Propose. Failure of the County to notify any party or parties directly regarding the addendum to this RFP shall not void the process.
- G. **Copies of Proposal** - Proposers must submit one original and 7 copies of their complete proposal. Proposals which do not contain the prescribed number of copies will be deemed unacceptable and will not be considered. Proposals and other materials submitted in response to this RFP become the property of

Snohomish County and will not be returned. It is understood and agreed that Proposers claim no proprietary rights to the ideas or approaches contained in the proposals.

- H. **Proposers Conference and Inquiries** - A Proposers Conference will be held Wednesday, October 14, 2015 in Room 6A04, Sixth Floor of the County Administration Building East, 3000 Rockefeller Ave., Everett at 1:30 PM. The purpose of this conference will be to explain the RFP process and answer general informational questions. All prospective Proposers should attend.

Written inquiries concerning this RFP may also be submitted. Written inquiries must be received by Danielle Maiden, Program Manager, Snohomish County Long Term Care & Aging by Wednesday, October 14, 2015, 1:30 PM. Written inquiries will not be accepted after the Proposers Conference. **No questions raised after the Proposers Conference will be answered.**

- I. **Authorship** - Proposals developed with the assistance of organizations or individuals outside the proposer's own organization (including paid consultants) should be identified. No contingent fees for such assistance will be allowed to be paid under any contract or grant resulting from this RFP.
- J. **Proposal Costs** - The County is not liable for any costs incurred by a proposer prior to the full execution of a contract. All costs incurred in response to this RFP, including travel costs to attend the Proposers Conference, meetings of the Proposal Evaluation committee or contract negotiation sessions, are solely the responsibility of the proposer.
- K. **Acceptance of Terms** - By submitting a proposal in response to this RFP, the proposer: Accepts all terms and conditions of this RFP, as well as all County, State and Federal regulations and requirements pertaining to the operation of the solicited services; and, if selected, agrees to be bound by the proposal and the RFP incorporated in an agreement with the County unless the County agrees that specific parts of either the RFP or the proposal are not part of the agreement. The County reserves the right to introduce additional terms and/or conditions during final contract negotiations.

All contracts administered by Snohomish County Department of Human Services require execution of the terms and conditions in the Basic Terms and Conditions, to which the proposer must agree as a part of, and a requirement of, this RFP. This document is available upon request. The proposer must agree to these conditions as a requirement of this RFP.

- L. **Right to Reject, Negotiate and/or Cancel** - The County reserves the right to reject any or all proposals if such a rejection is in the County's best interest. This RFP is a solicitation for offers and is not to be construed as an offer, guarantee or

a promise that the solicited services will be purchased by the County. The County may withdraw this request for proposals at any time and for any reason without liability for damages, including, but not limited to, bid preparation costs.

Additionally, the County reserves the right to negotiate with the apparently successful Proposers and may request additional information or modification from a proposer. When deemed advisable, and before any contract is let, the County reserves the right to arrange an on-site pre-award review to determine the proposer's ability to meet the terms and conditions of the RFP.

- M. **Evaluation Process** - An Evaluation Committee will first independently evaluate and rate each proposal. They will then convene sometime between November 12 and November 23, 2015, as a group to seek clarification from Proposers. The meeting will be open to the public. Proposers will be notified of the specific date and should be prepared to meet with the Committee at a pre-arranged time on that date.

Following the clarification meeting, the Committee will discuss the proposals and perform any necessary review or verification of their content. The Committee will make recommendations to the Director of the Snohomish County Department of Human Services in regard to contracting with Proposers who have submitted the most advantageous proposals to the County.

- N. **Proposal Evaluation Criteria** - Proposal evaluations will be based on the proposer's response as follows: technical section (50%); management section (25%); and budget (25%). Proposals should be submitted in measurable, realistic terms from a budgetary, technical and programmatic standpoint. The Committee will employ a proposal rating system which assigns scores to each proposal (See Proposal Evaluation Criteria).
- O. **Contract Award** - The contract award will be final when the County and the successful proposer have executed a contract.
- P. **Right of Protest** - This procedure is to be followed in the event that an organization proposing to receive funds protests the County's decision or the election process.

The complainant shall notify the Administrator of Snohomish County Long Term Care & Aging in writing the nature of the complaint and request a meeting to discuss the complaint. This notification must be received by the County no later than five (5) working days after the occurrence of the incident upon which the complaint is based.

The complaint will be reviewed and, if a meeting was expressly requested in writing, it will be scheduled with the complainant within three (3) working days



of the receipt of the written request for a meeting. The Administrator will issue a written response no later than five (5) working days following this meeting. At that time the response will be mailed to the complainant.

In the event that the complainant is dissatisfied with the decision rendered by the Administrator, the complainant may appeal the Administrator's decision to the Director of the Human Services Department. The complainant shall notify the Director in writing of the nature of the complaint and request a meeting to discuss the complaint. The notification must be received by the Director no later than five (5) working days after the receipt of the Administrator's decision.

The Director will review the complaint and schedule a meeting with the complainant within three (3) working days of notification. The Director will issue a written response no later than five (5) working days following this meeting. The Director's decision shall be final, however, it shall not prevent any complainant from pursuing any rights or remedies that might otherwise be available.

#### **IV. Proposal Requirements**

- A. **Proposal Content** - Proposals must be type-written, font no less than 10 characters per inch, using white, 8 1/2 by 11 inch paper. They should be prepared without expensive art work, photographs or printing. Covers and three-ring binders should not be used. Please do not submit any two-sided copies. Each page of the proposal must be numbered. Proposals must be in the following order:
  - a. Proposal Face Sheet
  - b. Table of Contents
  - c. Technical Section
  - d. Management Section
  - e. Budget Section
  - f. Attachments
- B. **Proposal Face Sheet** - The proposal face sheet must be completed, signed by the person authorized to enter into contractual agreements on behalf of the proposer, and, if required, the proposer's Board chairperson.
- C. **Table of Contents** - A table of contents which provides page references for each of the required sections listed above and for any attachments or appendices must be included.

**D. Technical Section (50%)**

1. Services/activities to be provided
2. Benefits to clients
3. Target Population
4. Emergencies
5. Orientation and training
6. Inter-agency coordination
7. Donations
8. Client Grievances

**E. Management Section (25%)**

1. List of principle officers/board members & number of minorities
2. Organizational Structure
3. Qualified personnel
4. Program and client records
5. Service recipient input
6. Experience providing requested service
7. Performance/success serving ethnic minorities/Outreach
8. Capacity to provide Services
9. Internal quality control
10. Recent audit/mgmt. letter

**F. Budget Section (25%)**

- a. Budget forms

## TECHNICAL SECTION

The Technical Proposal shall define and indicate the methodology for delivery of the services discussed in the Scope of Work in the RFP. For each of the following items, describe what you propose to do and how you propose to do it. Be as specific as possible.

- A. Specify services to be provided, by type and amount. (Section II, A.) Be specific. Also describe any components of this service for which the proposer intends to subcontract. A copy of the proposed subcontract(s) must be included with this proposal. (Sections II, L.)
- B. Describe how this project will benefit the minority elderly of Snohomish County? What will be the impact of the service on the people served? How will you measure that impact?
- C. Toward which of the target populations will this service be directed? Why is this target population in particular need of assistance? Describe the barriers to service faced by the targeted populations and how your program will overcome them.
- D. Describe plan for responding to weather related emergencies and/or client illness and methods used to explain procedure to clients. (Section II,B.)
- E. Describe plan for providing orientation and training to employees providing services. (Section II,C.)
- F. Describe plan and schedule for developing and executing interagency coordination agreements. (Section II,D.)
- G. Describe plan for providing each older person with the opportunity to make voluntary and confidential donations. (Section II,J)
- H. Describe methods of receiving and responding to client grievances. (Section II,G.)

## MANAGEMENT SECTION

The Management Proposal shall describe how the program will be managed and by whom. It should demonstrate the organization's capability to perform the functions and provide the services described in the Technical Proposal. Please provide the following information. Be specific and complete. Do not exceed 5 pages, excluding organizational chart.

- A. Name and address of principle officer(s)/Board of Directors indicating number of minority members.
- B. Describe the structure of the organization, including an organizational chart indicating lines of authority for personnel who will be involved in the performance of these services. Delineate the relationship of the staff performing these services as they relate to the overall organization.
- C. Provide personnel and staffing information, including a job description for each position which includes a list of duties and minimum qualifications for filling the position, for all employees who will be involved in delivering services under the proposed contract.
- D. Describe your system for maintaining program and client records to provide an information system which assures accountability. (Section II,F). Describe methods for collecting and compiling of data regarding client characteristics and target population information. (Section II, E].
- E. Describe methods for ensuring input by participants concerning services rendered under this anticipated contract. (Section II,H).
- F. Describe experience, providing the proposed services to older persons, include type of services provided, target population of services and length of time services have been provided.

- G. Describe experiences providing services to the target population(s) for this project. (Section II, A.) Please be specific as to which populations have been served and the type of service provided. Describe proposed outreach efforts.
- H. Describe clearly and concisely your plan for establishing organization's and staff capacity to render the services to be provided under this contract beginning January 1, 2012.
- I. Describe the agency's internal quality control systems. Please be brief but clear. (Section II, I).

*Snohomish County Department of Human Services*

**PROPOSAL FACE SHEET**

Proposer Organization: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_  
Telephone #: \_\_\_\_\_

Amount of Funds Requested: \$ \_\_\_\_\_

Executive Director: \_\_\_\_\_

Title: \_\_\_\_\_ Telephone #: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Title: \_\_\_\_\_ Telephone #: \_\_\_\_\_

Legal Status:      Private      Private      Other  
                         Non-Profit      Profit      \_\_\_\_\_

Employer E.I.N. Number: \_\_\_\_\_

Program Certification Status (if applicable): \_\_\_\_\_

In signing below, the Proposer agrees to all terms and conditions of the \_\_\_\_\_  
Request for Proposals including the terms and conditions in the Basic Terms and Conditions,  
Specific Terms and Conditions, and assurances which are available upon request from the  
Human Services Department and incorporated as a part of this RFP.

Signature of Legal Authority: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Board Chairperson (if required) \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

# REQUEST FOR PROPOSALS

## CHECKLIST

**Required Number  
of Copies: 7**

To assist you in completing your Ethnic Meal Site Transportation proposal you may find it useful to use the following checklist to assure that you have all documents required:

\_\_\_\_\_ **Original Proposal which includes:**

- \_\_\_\_\_ Proposal Face sheet with original signature of Authorizing Official of Proposing agency
- \_\_\_\_\_ Table of Contents
- \_\_\_\_\_ Technical Section
- \_\_\_\_\_ Management Section, including job descriptions for key program staff
- \_\_\_\_\_ Budget Section

\_\_\_\_\_ **Attachments to the Original Proposal Only**

Not for profit agencies must include 1 copy each:

- \_\_\_\_\_ Articles of Incorporation
- \_\_\_\_\_ By-laws
- \_\_\_\_\_ Board Roster
- \_\_\_\_\_ Evidence of Not for Profit status
- \_\_\_\_\_ E.I.N. Identification number
- \_\_\_\_\_ Last most recent financial audit with management letter
- \_\_\_\_\_ Organization Chart
- \_\_\_\_\_ Letters supporting collaboration efforts (the original letters with original signatures) if applicable

For Profit agencies must include 1 copy each:

- \_\_\_\_\_ Organization Chart
- \_\_\_\_\_ Articles of Incorporation
- \_\_\_\_\_ Business License
- \_\_\_\_\_ Last most recent financial audit with management letter
- \_\_\_\_\_ Letters supporting collaboration efforts (the original letters with original signatures)
- \_\_\_\_\_ E.I.N. Identification number

## INFORMAL RATING SHEET

**Proposer's Name:** \_\_\_\_\_

**Project Title:** Ethnic Meal Transportation

**Rater's Name:** \_\_\_\_\_

**Rater's Signature:** \_\_\_\_\_

### 1. Technical Section:

A. Services/activities to be provided. 20 points

Considerations: Are the services/activities described clear and reasonable? Do we know who will receive services, what the services are, and how they will be provided? Are they consistent with the list of services/activities identified in Section II.A?

Extremely Deficient		Satisfactory		Outstanding
1	5	10	15	20

Comments:

B. Benefits to clients. 20 points

Considerations: Has the agency shown how the project relates to improving services to minority elderly? Is it clear that elderly minority service recipients will benefit from this project? Is it clear that the proposer will be able to measure the benefits?

Extremely Deficient		Satisfactory		Outstanding
1	5	10	15	20

Comments:



C. Target Population.

20 points

Considerations: Which populations are targeted? Are the techniques for reaching and servicing this population clear and reasonable? Do you think the techniques identified will be effective?

Extremely Deficient		Satisfactory		Outstanding
1	5	10	15	20

Comments:

D. Weather-related emergencies/client illness.

10 points

Considerations: Are procedures to be followed in the event of a weather-related emergency or client illness clear and reasonable? Will they respond to potential client needs? Is it reasonable to expect that the client or client's family will know about the procedure and understand it?

Extremely Deficient		Satisfactory		Outstanding
1	3	5	7	10

Comments:

E. Orientation and Training

10 points

Considerations: Is the plan for orientation and training for all staff, paid and volunteer, clear and reasonable? Is the quantity of the training sufficient? Will the training be provided by qualified personnel?

Extremely Deficient		Satisfactory		Outstanding
1	3	5	7	10

Comments:

F. Inter-agency coordination.

10 points

Considerations: Is more than one agency involved in the service? Is the relationship collaborative? Are the agencies working together in a new or different way?

Extremely Deficient

1

3

Satisfactory

5

7

Outstanding

10

Comments:

G. Donations

10 points

Considerations: Do persons being served have an opportunity to contribute to the cost of the service? Are donations and contributions handled in a discreet, and appropriate manner? Will a person be denied for not contributing to the cost of the service? Does project income remain with the project?

Extremely Deficient

1

3

Satisfactory

5

7

Outstanding

10

Comments:

H. Client Grievances.

10 points

Considerations: Are the methods of receiving and responding to client grievances clear and reasonable? Do they comply with the requirements in the basic agreement and Section II.G?

Extremely Deficient

1

3

Satisfactory

5

7

Outstanding

10

Comments:

**110 total possible**

**Sub-total (50%)**

**2. Management Section:**

A. Name and address of principle officer(s)/Board of Directors. 5 points

Considerations: Name(s) and address complete? Minority members indicated?

Extremely Deficient		Satisfactory		Outstanding
1	2	3	4	5

Comments:

B. Organizational Structure. 5 points

Considerations: Is the organizational chart complete? Does it indicate all lines of authority? Does it delineate staffing relationships?

Extremely Deficient		Satisfactory		Outstanding
1	2	3	4	5

Comments:

C. Qualified personnel. 5 points

Considerations: Are job descriptions provided for each position involved in service delivery under this proposal? Is there sufficient number of staff available to provide services and achieve outcomes?

Extremely Deficient		Satisfactory		Outstanding
1	2	3	4	5

Comments:

D. Program and client records.

5 points

Considerations: Do systems exist? Do they indicate quality controls? Are confidentiality requirements met?

Extremely Deficient		Satisfactory		Outstanding
1	2	3	4	5

Comments:

E. Service recipient input on services rendered.

5 points

Considerations: Does a system exist to gather and record service recipient input on services delivered by the agency? Does it describe how results are utilized?

Extremely Deficient		Satisfactory		Outstanding
1	2	3	5	5

Comments:

F. Proposer's past or planned performance in providing proposed services. 10 points

Considerations: Has the agency provided the proposed services in the past? Has past performance been successful? Have they met goals? Did they serve target populations? If planned, has the agency addressed the above questions?

Extremely Deficient		Satisfactory		Outstanding
1	3	5	7	10

Comments:

G. Service to minority groups.

10 points

Considerations: Has the agency provided services to minority groups or non/limited English speaking individuals? Does the information indicate which minority groups and the type of services provided? Is information included regarding outreach to these groups?

Extremely Deficient

1

3

Satisfactory

5

7

Outstanding

10

Comments:

H. Establishing organizational and staff capacity to provide services. 5 points

Considerations: Does the organization appear capable to handle the tasks proposed -- administratively, programmatically, and fiscally?

Extremely Deficient

1

2

Satisfactory

3

4

Outstanding

5

Comments:

I. Internal quality control systems.

5 points

Considerations: Does the system provide for internally monitoring for financial compliance, contract compliance and quality assurance?

Extremely Deficient

1

2

Satisfactory

3

4

Outstanding

5

Comments:

**55 total possible**

**Sub-total (25%)**

**3. Budget Section:**

A. Cost of service is reasonable. 35 points

Considerations: Does the proposal provide maximum services for the amount of resources available? Are costs allowable and applicable? Amount of other resources leveraged? Can services proposed be delivered for the duration of the contract period within the available funding?

Extremely Deficient		Satisfactory		Outstanding
1	10	18	25	35

Comments:

B. Degree to which agency has brought other resources into the proposed service/program. 20 points

Considerations: Is there evidence of other revenue sources built into proposal? Is there evidence of other services through in-kind services from other agencies?

Extremely Deficient		Satisfactory		Outstanding
1	5	10	15	20

Comments:

**55 total possible**

**Sub-total (25%)**

**TOTAL POINTS POSSIBLE (100%)**

**220**

**TOTAL INFORMAL POINTS: \_\_\_\_\_**

*Points range from 1 to the maximum indicated for each question with 1 indicating does not meet the requirements to more than meets requirements for the maximum number. Each Section will be rated as follows: Technical 50%, Management 25%, Budget 25%.*

***SAMPLE***

<b>LETTER OF INTENT TO PROPOSE</b>
------------------------------------

<Date>

Danielle Maiden, Program Manager  
Aging and Disability Services  
Snohomish County Human Services  
3000 Rockefeller Ave., M/S 305  
Everett, WA 98201

Dear Mrs. Maiden:

This letter is to inform you of our intent to bid.

We anticipate submitting a proposal for the funds available for Congregate Nutrition services to be provided during the period of January 1, 2016 – December 31, 2016. We have read the RFP Packet for this service and believe we have the skills and capacity to provide this service.

Sincerely,

***<Executive Director>***

***<agency name and address>***

***< email address>***